

2005 Director's Customer Service Awards

ADOA's 10th annual customer satisfaction survey was conducted during August 2005. ADOA solicited feedback from 112 state agencies, boards, and commissions, and received responses from 75. Similar to previous years, the agencies were provided surveys which focused their responses to only those services that they actually received. The survey requested the customer to rate the degree of importance and the level of satisfaction for each of our 70 services that the customers have used in the past year. On a scale of 1 to 8, with 8 being excellent, the overall 2005 rating for ADOA indicated the degree of importance at 7.14 and the level of satisfaction at 6.21. These are excellent scores. Director Bill Bell and Deputy Directors Charlotte Hosseini and Jerry Oliver presented plaques to each division and also presented certificates to individual employees who were instrumental in providing the services that rated so highly.

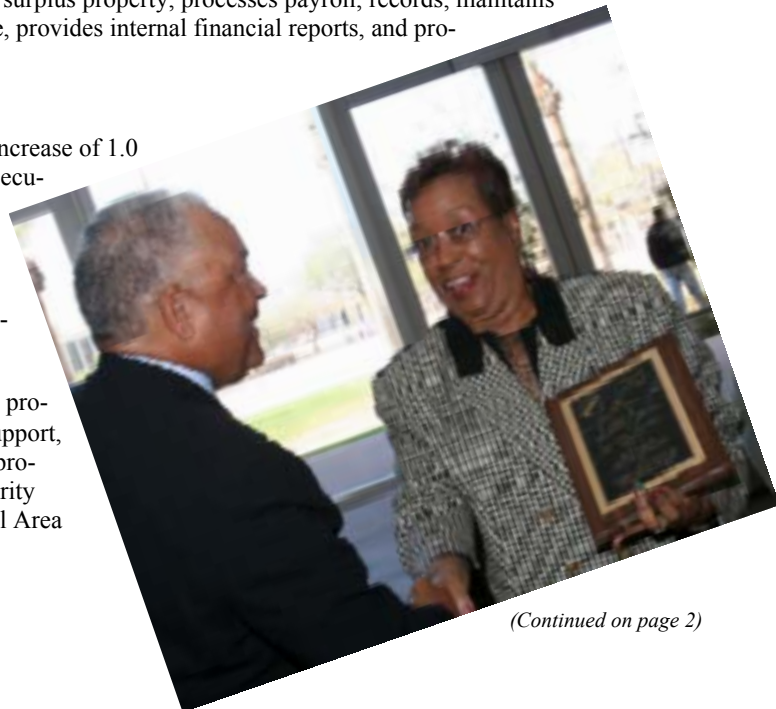
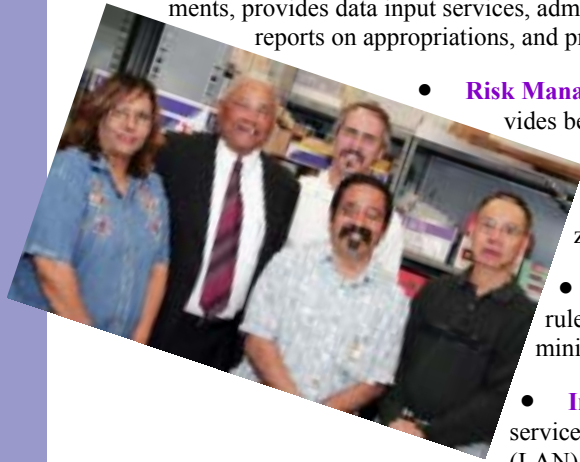
The following are the results of the survey and those divisions and services who received awards.

Director's Excellence Award: (receiving a satisfactory rating over 6.5)

- **Capitol Police** enforces the law and prevents crime.
- **General Accounting Office** provides accounting policies and procedures, coordinates vendor payments, provides data input services, administers applications security for AFIS, monitors and reports on appropriations, and provides technical services (audit functions).
- **Risk Management** handles property and liability claims, provides benefits for injured employees and provides self-insurance funds.
- **General Services Division** manages space utilization and agency relocations.
- **Human Resources Division** provides personnel rule guidance, provides employment candidates, and administers Hiring Gateway.
- **Information Services Division** provides call center services and support, and administers a Local Area Network (LAN).
- **Management Services Division** maintains and repairs office machines, provides motor vehicles for trips, administers disposition of surplus property, processes payroll, records, maintains and collects accounts receivable, provides internal financial reports, and provides rule-writing services.

Director's Recognition Award – (increase of 1.0 or more in satisfaction, or three consecutive years of increases in customer satisfaction).

- **General Services Division** maintains physical security for buildings.
- **Information Services Division** provides call center services and support, billing and collection services, provides information and data security services and administers a Local Area Network (LAN).



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- **Capitol Police** prevents crime.
- **General Accounting Office** provides accounting policies and procedures.
- **Risk Management** provides benefits for Injured employees.
- **General Services Division** maintains physical security for buildings, and maintains heating and cooling systems.
- **Management Services Division** provides motor vehicles for trips.



Congratulations to all our winners for continuing to provide excellent service to our customers.







Director's Excellence and Director's Recognition awards presented to members of ISD's Local Area Network (LAN) Larry Heinz, Connie Wheeler, Doug Upshir, Jim McCormack and Jeff Grossman (pictured).



ISD's Call Center Services and Support is awarded the Director's Excellence and Director's Recognition. Accepting the awards are Dave Taylor, Susan Marchi, Sandy Muetzel and Sandy Clancy.



The Director's Recognition goes to Billing and Collections in ISD. Here is Jim Wysoski, Dick Holleran, Kelly Gieselman and John Raeder.



Receiving the Director's Recognition for the ISD Information and Data Security section is Lee Lane, Irene Martinez, Mark Wilkinson, Steve Gregory, Patricia Banker, Bob Brewer, Roger Baune, Jeannie Lovell and

News & Views

A newsletter for employees of the Arizona Department of Administration created by employees.

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The Director's Corner



Director
Bill Bell

You may notice the publication of this issue is a bit later than usual. We have moved the *News and Views* publications to a quarterly format. I hope you enjoy the articles about your co-workers and the department events. If you have any suggestions or comments for this newsletter, the *News & Views* staff members welcome your input.

With the start of this New Year I have had the opportunity to get out to most of the divisions to present the ADOA Director awards. It is a pleasure to work with a group such as yourself, which takes pride in its work, and that is continuously looking for new resourceful ways to improve upon our service. The Governor's Office is soliciting Best Practices from agencies. Implementation of these practices will allow agencies and the state as a whole to increase its level of efficiency by improving performance and by saving tax payer dollars. If you have an innovative practice/policy that reduces costs, eliminates duplication, improves performance and increases productivity, please share your ideas with your manager.

I would like to give special recognition to some areas of the agency that are very deserving of being acknowledged:

- 👍 The HR and GAO staff that worked diligently to implement the pay raises for state employees. This was a terrific undertaking on a short time schedule, with many behind the scenes issues that were solved and put into action.
- 👍 The MSD Print Shop made ADOA look like "Superstars" by doing their usual great work on two special orders for the Governor's office.
- 👍 GSD has been called upon to do several quick "spring clean ups" of the capitol grounds which involved EPS for quick procurements and each responded with speed and expertise.
- 👍 It is a busy time of year for Alan Ecker, Legislative Liaison and Paul Shannon, Budget Manager that work out of my office. Alan is watching our agency's interest at the Legislature, as things move fast, and Paul has been and continues to work on our budget.
- 👍 The Capitol Police that are always there, but rarely noticed, unless you have an actual emergency.

Spring brought some great surprises, the Phoenix area finally got some much needed rain, and we all received our long overdue pay raises! I want to thank you all for your continued support of this agency and your dedication to providing great service to our customers.

CAUSE FOR APPLAUSE

ADOA's *Cause for Applause* instant recognition program allows you to recognize fellow employees on-the-spot for doing a job beyond expectations. The program minimizes procedures and maximizes immediate feedback. Cause for Applause certificates are available through your division coordinator or electronic copies are available on your local area network.

ADOA has other programs too. **Take A Bow** acknowledges employees who retire from State service; **Encore** recognizes employees who celebrate a milestone anniversary beginning at their 5th year, then every 5 years thereafter. Divisions also hold celebrations to recognize **Employee** and **Team of the Quarter** recipients.



January, February and March Milestones

Five years

GSD Betty Topar, Dianna Vasicek, Clara Youngberg
ISD Patricia Coats, Jim Hendricks, William Hepburn, Josh Wagner, Richard Walker
MSD Tim Carter, Patricia Lee

Ten years

HRD Darcia Everett, Connie Geesey
GSD Luis Ledesma, Matthew Lewis, Richard Moreno
ISD Yvonne Gano
Risk Len Bower, Elizabeth Pence-Beaird
CapPD Mark Duran
EPS Rex Martin

Fifteen years

HRD Lorinda Frost
TPO Susan Marchi

Twenty years

DO Alex Turner
GSD Jose Grajeda, Fred Russell
ISD Armando Morage, George Schoen, George Yeh

Twenty-five years

HRD Lara Curtis

Thirty years

GSD Bruce Meyers



Mark Your Calendar

Every Tuesday **Toastmasters Meeting**
 at noon in room 400A



April

1st Arizona Book Festival - Arizona State Library and Archives - Carnegie Library



15th ADOA Golf Tournament, Arizona Traditions Gold Club

29th Arizona State Job Fair



May

5th Cinco de Mayo



6th Tucson Folk Festival - El Presido Park

14th Mother's Day



29th Memorial Day



June

18th Father's Day





Arizona State Employees Contribute \$1.7 Million to Their Communities

Arizona state employees continued their generous ways, donating over \$1.74 million in cash and payroll pledges through the 2005 State Employee's Charitable Campaign (SECC). This year's campaign raised an additional \$67,500, a 4.1% increase from the 2004 campaign.

"Arizona state employees continue to amaze in supporting their communities, both in terms of their daily efforts on the job and their support of charitable causes," said Kevin McCullough, this year's State campaign coordinator. "This campaign is a success due to the leadership of Governor Napolitano and all the agency directors who recognize the importance of community involvement."

"Recent tragedies including the tsunami overseas and the hurricane devastation here in the U.S. motivated many employees to find ways to help in any way they could", said **Ruth Stieger-Gentle**, the campaign's Finance Manager. She added, "This was the smoothest campaign to-date in terms of collecting donations and pledges, thanks to the hard work by all agency coordinators. The partnership we developed with the Director of the Arizona Exposition and State Fair was instrumental in our success. The donation of state fair tickets to employees who contributed \$25.00 or more began a momentum that ended in our exceeding the campaign goal of \$1.71 million. We really appreciated their generosity. Of course the winners are all the charities that receive the employee donations and in turn help make our communities a better place to live and work."



Angela Fischer, State HIPAA Manager and ADOA employee, orchestrated a very effective training program that laid the foundation for a successful year. Ms. Fischer chaired subcommittees that produced both the training program and this year's campaign marketing video. "I can't say enough about the positive impact Angela's work and enthusiasm had on the campaign", said McCullough. Ms. Fischer has been named as the 2006 campaign's State co-coordinator along with Patrick Stevens from the Department of Agriculture.

The SECC is a combined charitable campaign that unifies charitable donations from employees of Arizona state agencies through cash and payroll deduction. Valley of the Sun United Way serves as the fiscal agent for the campaign. The 2006 campaign will kick off in September. However, if you have any questions about the campaign or how you can become involved, please contact Ruth Stieger-Gentle, ADOA Human Resources.

Capitol Police Assists in the Law Enforcement Torch Run for Special Olympics

It is time once again for the 21st annual Law Enforcement Torch Run for Special Olympics and the Capitol Police Department requests your support. Our goal is to raise money to support Special Olympics athletes and help dispel myths surrounding the capabilities of people with intellectual disabilities. The Capitol Police Department will be holding several fund raising events from now until May 5, 2006. The events, coordinated by Sergeant John Burris, will consist of at least two silent actions, bake sales and a raffle. Last year the Capitol Police Department raised nearly \$5,000 for Special Olympics. This amount was not only the highest amount raised by the department since it started participating in the Torch Run over ten years ago, but was higher than several other major police departments in the valley. The goal this year is to surpass that amount, and with your support, it can be done!

The Law Enforcement Torch Run is a running event in which officers and athletes run the "Flame of Hope" to the Opening Ceremonies of the local Special Olympics competitions. It is also the largest fundraiser and public awareness event benefiting Special Olympic programs throughout the world. In 2005, more than 85,000 law enforcement officers carried the "Flame of Hope" across 35 nations around the world. The segment that the Capitol Police Department will participate in starts in Kingman, Arizona and ends at Papago Park in Phoenix, Arizona. The portion that members of the Capitol Police will actually run starts at 17th Avenue and Van Buren Street, goes south to Jefferson Street, then east on Jefferson Street to 7th Avenue where the "Flame of Hope" is passed to members of the Attorney General's Office, County Attorney's Office, and Maricopa County Sheriffs Office. Each member that participates in the run is given the opportunity to carry the torch while running to show off their pride and commitment for participating in such a worth-while cause.

The Torch Run began in 1981 when Wichita Kansas Police Chief, Richard LaMunyon, saw an urgent need to raise funds for, and increase awareness of, Special Olympics. LaMunyon felt Special Olympics was a fitting cause to unite local Law Enforcement by giving them closer ties to the community and to a very unique population. The Torch run was adopted by the International Association of Chiefs of Police which is now recognized as the founding law enforcement organization of the Law Enforcement Torch Run. Special Olympic programs are designed to help educate and inform the public about the challenges faced by the special athletes that they serve. Special Olympics athletes are capable athletes who, through training and discipline, have gained many physical and social skills. Under the leadership of the State Torch Run Council, the Arizona Law Enforcement Torch Run continues to touch the lives of Special Olympics athletes throughout Arizona. So please watch for the email and fliers announcing the next event so that you can help contribute to this worthy cause.



Scenes from Torch Runs in 2005 (above) and 2004 (right)

TRAVEL REDUCTION PROGRAM

Our Goal is to develop and administer world-class travel reduction strategies. The Office of Travel Reduction Programs provides top quality customer service to our employees, Travel Reduction Coordinators, and State agencies.

Some of the benefits offered through Capitol Rideshare are:

- ♦ A great discount program
 - ♦ Free Emergency ride home
 - ♦ Bus Subsidy – 65% discount for bus passes, Private Bus Ticket
 - ♦ Rideshare parking permit - allows you to park in the reserved rideshare spaces
 - ♦ Free on-line match list to help you find someone in the capitol area that shares your same commute.
 - ♦ Commuter Club Discount Card
Discount card for local restaurants and entertainment
 - ♦ Quarterly newsletter
 - ♦ Contests – Trips, Prizes, Money
 - ♦ Vanpool – Get a group of friends/co-workers together, borrow a van!
 - ♦ Bike and/or Walk to work is also part of travel reduction and waist reduction
- Telework Program – flexibility of working from home

The Cheaper, Cleaner, Less Stressful way to get to Work!!!

Rideshare Affair was a hit!

Capitol Rideshare hosted A Rideshare Affair event at Wesley Bolin Plaza. The purpose of this transportation fair was to educate employees about their alternate mode options, clean air, and healthy living. With 30 vendor tables in place, more than 500 employees were able to mingle and talk about clean air, a wide variety of alternate modes, and more. The event was complete with games and fun fair food. This annual event serves to educate and motivate employees about ridesharing. Capitol Rideshare would especially like to thank the ADOA employees that helped make the event such a big success. Without them, the event could not take place.



Julie Lilliberg - RM, Melody Nettetstad - MSD,
Becky Rivera - MSD



Arlita Campbell - RM, Phil Vasquez - MSD

Rideshares upcoming events!!!

APRIL - 2006

- Ozone/HPA campaign
- Great Bike Chase – Ride bike from Capitol to Chase Ball Park and win a FREE ticket
- Poster contest for all State Employee children and grand-children, all pictures entered will be posted on Capitol Rideshares Calendar
- Essay contest for all State Employees

MAY - 2006

- Ozone/HPA campaign
- Renew Parking Permits

JUNE - 2006

- Ozone/HPA campaign
- Clean Air Challenge

Getting to Know You

Profiling Employees within ADOA



Risk Management Profiles Vera Popovic

Vera Popovic came to Risk Management in October, 2000 as a temporary employee and was assigned to the file room. She was responsible for filing claim documents, copying paperwork as needed and keeping files in order. She was hired as a permanent staff member in March 2001.

In 2006 Vera was promoted into the Workers' Compensation Claims Trainee position. She is responsible for picking up the early notification hotline messages, entering claims data, making claim jackets, closing claims in the computer system, processing documents from the adjusters to the Accounting Unit to be paid, receiving checks from the Accounting Unit and processing them accordingly, sending outgoing mail, injured employee surveys and information packets, answering telephone inquiries, and handling

other administrative claim duties as assigned or as time permits in her day.

In January 2006, Vera attained her US citizenship. In her own words: "Before January I was working for the State of Arizona, now I am working for my State." Vera is a very proud, hardworking individual who knows what it takes to start over with nothing, in a country where she did not even know the language. She is grateful for what she has and very proud of how her work ethics have paid off.

GAO Featured Employee is Ken Smart, Statewide Payroll Manager

Ken Smart has been with the State of Arizona for 35 years. Ken was born and raised in Canada. He moved to Arizona with his then new wife, Wanda, in 1965 for health reasons. He started working for the State on December 22, 1971, in the accounting department at Game and Fish. He worked with Game and Fish until 1986 when he was *persuaded* to come and work for the GAO by the Payroll Manager.

Ken originally didn't want to work for the GAO because of its reputation. As Ken said; "The GAO has always been portrayed as the bad guys who made all the rules." He believes that once someone has worked for the GAO, they understand why all the rules are in place. He also believes all accounting personnel should start working for the GAO first and then, if they choose, go out to other agencies to give them a better understanding of why we have such rules in place.



Ken has been through three payroll systems and three accounting systems during his 20 year tenure at the GAO. Ken has loved working in the GAO and Central Payroll since the day he started back in 1986. He has enjoyed everyone he has worked with. If you know Ken, you know his favorite word is "fantastic." To Ken, "life is fantastic!" He even taught his first grandchild to say "fantastic." Ken's salvation is his beautiful wife of 41 years, Wanda. Ken and Wanda are the proud parents of one son and the beaming grandparents of three grandchildren.

Ken's knowledge and experience are invaluable to the State. Through the years he has solved countless payroll problems for agencies and employees. The GAO is grateful to have Ken Smart as a key member of the Payroll Team!

Getting to Know You

Profiling Employees in ADOA



Mike Smarik, Statewide Payroll Manager GAO Featured New Manager

Mike Smarik has been with the State of Arizona for 26 years. He graduated from Sahuaro High School in Tucson. Mike is a CPA and a graduate of the University of Arizona, class of 1979 (he says, U of A is the best university in Arizona!).

Mike started working for the State right out of college in January of 1980 as an auditor in the Auditor General's Office. In 1982, he accepted a position in the GAO. In 1985, he moved to the Department of Corrections, where he began a flourishing career as a Finance Administrator. Mike was promoted to Assistant Director and then Division Director. Human resources, information technology, risk, accounting, procurement, building services and the office of the inspector general all fell within Mike's extensive jurisdiction.

Mike has four children from the ages of 17 to 22. One of his children, his 20-year-old son Andrew, is currently a Marine in the United States Marine Corps. Mike and his lovely wife, Patty, have been married for 26 years. Mike enjoys camping, fishing and off-roading. He also likes to bowl and is an avid reader.

Mike enjoys working at the GAO. In his opinion, "it's a wonderful place to work with a lot of great people."

The GAO is lucky to have Mike back after all these years! His experience and knowledge are valuable additions to Central Payroll.

Joseph Rodosta in Risk Management



Joseph was born in Missouri and moved to Arizona when he was about 3 years old. He attended Glendale Community College and graduated from ASU West in 2002 with a degree in Accounting.

After graduation, Joseph obtained employment with the State of Arizona ADOA General Accounting Office. After two and a half years, Joseph was promoted to the Risk Management Finance Unit as the Fiscal Services Unit Manager in March of 2006. Joseph is responsible for a staff of eight employees. He is responsible for assisting in the development and oversight of the divisions financial statement preparation, for improving and maintaining internal controls and forecasting payroll losses.

Joseph is proud of his hard-work ethic and he likes to succeed. He is coach able and leads by example. On the advice of a high school coach to take one of the sports he played to the next level, Joseph played football at Glendale Community College for two years. He is proud that he took the advice of his coach so that he would have no regrets in the future.

Tom Zuppan with Risk Management

Tom Zuppan started working for the State of Arizona Department of Transportation in 1989. In 1993, Tom took a position with Risk Management as Loss Prevention Environmental Program Supervisor. In 2004, Tom was offered a job with the City of Mesa's Environmental Programs. After serving in this capacity for a year and a half, Tom was offered a position in state service again as the Loss Prevention and Environmental Services Programs Supervisor.

Tom graduated from ASU with a Bachelor of Science degree in Geology. He also obtained his Certified Public Manager certificate through ASU.

Tom has been married for 13 years and is very proud of his three boys. He is also proud of his work with other agencies and regulators in cleaning up the environment.



Getting to Know You

Profiling Employees in ADOA

Kathy I. Zatari, Esq.

Kathy Zatari recently assumed the post of Administrator for the Governor's Regulatory Review Council (GRRC). She brings several significant practice areas of experience from the private sector to her new responsibilities with the State of Arizona.

Kathy's career has spanned a number of areas in litigation, claims management, and Alternative Dispute Resolution. She was most recently Claims Counsel for Century Surety Company where she handled both tort and insurance coverage issues. She also provided risk management and Alternative Dispute Resolution training to claims personnel while at Century. From 2003 to 2005, Kathy served as a mediator and arbitrator in a wide variety of tort, insurance, and business disputes, and has provided Alternative Dispute Resolution training for lawyers and other business professionals. Specifically, she has served as a program advisor for Mediation Works, Inc., and also sat as an arbitrator for the United States District Court, District of Arizona, the American Arbitration Association, and for the National Association of Securities Dealers (NASD) Alternative Dispute Resolution program.



From 1997 to 2003, she was a regional Director of Claims with American National Lawyers Insurance Reciprocal (ANLIR). Her duties included the negotiation and settlement of attorney malpractice claims. In addition to her claims handling responsibilities, she managed litigation counsel and assisted in developing risk management programs for lawyers. While with ANLIR, Kathy regularly participated as one of several keynote speakers at risk management seminars for lawyers in New Mexico, Arizona and Hawaii.

Before joining ANLIR, Kathy devoted several years of her practice to serving as a private mediator and private arbitrator for a wide variety of matters within the context of insurance, public entity and corporate litigation. From 1992 to 1996, she served as a third party neutral in products liability and other tort and personal injury matters, governmental disputes, and health care claims for J.A.M.S./Endispute. In 1994, Kathy was appointed by the United States District Court, Northern District of Alabama, as a facilitator in the Multidistrict Silicone Implant Litigation. Later, she served as an arbitrator in the A. H. Robbins Dalkon Shield settlement program. She has also served as an Adjunct Professor at the University of Phoenix, where she has taught Alternative Dispute Resolution, Human Resources Law, and Business Law courses, and has been a Guest Lecturer at the American Graduate School of International Management, where she has spoken on current issues in Alternative Dispute Resolution.

Kathy's professional experience also includes civil litigation, both in private practice, and in the house counsel office of Travelers Insurance Company. She has experience as lead counsel in both bench and jury trials in Maricopa County Superior Court, and in proceedings before the Industrial Commission of Arizona. Kathy has also handled matters before the Arizona Court of Appeals, Arizona Supreme Court, and the United States District Court for the District of Arizona.

Kathy earned her Bachelor of Arts degree from Arizona State University, College of Liberal Arts (History and Foreign Languages), and her Juris Doctorate degree from Arizona State University, College of Law. She is admitted to practice in Arizona and Colorado.

Kathy is married and has one daughter. Hobbies include painting and martial arts. Kathy holds a second dan black belt in tae kwon do.

Getting to Know You

Profiling Employees in ADOA

Michael King – Mainframe Help Desk Analyst



When most of us are preparing to leave work, **Michael King** is just getting here. He is an Analyst on ISD's Mainframe Help Desk on the second shift. He started working for the state in August of 2001 with the Department of Transportation and moved to ISD in December of 2002. Michael supports customers with computer problems, resets passwords and maintains the smooth running of mainframe jobs.

Michael was born in Springfield Illinois and has made Arizona his home for the past 7 1/2 years. He likes tinkering with computers and playing computer games. His musical talents include picking on the guitar. When he is not working, Michael can be found 'hanging out' with his dog.

When asked, Michael indicated that his motto at work is "Make sure no customer hangs up dissatisfied."



ELLIS JONES, GENERAL MANAGER

FACILITIES OPERATION AND MAINTENANCE

Ellis Jones arrived in Arizona in 1997 and, after a stint with the Phoenix Union School District, joined the State of Arizona Human Resources Training Unit. In 1999, he joined the General Services Division as the first Manager of the Physical Security Section. On March 6, 2006, Ellis assumed the responsibilities of General Manager of the just expanded Facilities Operation and Maintenance Section of the Division (FOAM). FOAM now encompasses Physical Security, Emergency Management, Special Events, Maintenance, HVAC, Grounds, Custodial, Satellite Properties, Tucson Capitol Complex, Operations Support, and Administration.

Ellis has a background that will serve him well in his new position. His accomplishments include 30 years of service in the United States Army; President of the San Antonio Housing Authority Employee Association; creator of a Training Department for employee development and education; more than 20 years of lecturing on Conflict Resolution, Conflict Management, Stress Management, Leadership, Supervisory Skills, Prevention and Management of Aggressive Behavior, and Performance Management; and five years of teaching driving safety in Texas and Arizona. He currently teaches undergraduate business/ management courses for the University of Phoenix.



Ellis earned a Master of Arts degree from Webster University in Human Resources Development, a Bachelor of Science degree in Liberal Arts from the University of New York, and a Certificate in Public Administration from the University of Texas at San Antonio. He also is a member of the American Society for Training and Development.

If you have not yet had the opportunity to meet Ellis, stop by Suite 202, introduce yourself, and welcome him to his new role. However, beware...he is an avid *Jeopardy* buff and he enjoys creative writing. You just might find yourself challenged to a match or as a character in one of his short stories!

Getting to Know You

Profiling Employees in ADOA

Jennette Wilkins, Telecommunications Program Office Contracts Administrator



The Telecommunications Program Office (TPO) is responsible for managing the Telecommunications Service Provider, Accenture, – managing the Arizona Network (*AZNet*) contract, overseeing the transition and convergence of projects and developing and maintaining the telecommunications technical architecture and roadmap. TPO's mission is to assure that the State of Arizona has a cost effective and efficient consolidated, shared telecommunications infrastructure to meet the needs of government agencies, their employees and the public.

Having said all that, you can see that the TPO has a lot on its plate and staff with technical expertise and a “can do” attitude is a necessity. Meet **Jennette Wilkins**.

Jennette has twenty-two years of experience in the telecommunications field. She began her career in state government in 1981 with the Department of Economic Security. She held several positions within DES, including Voice Communications Manager. In 1988 Jennette moved to the Department of Administration (ADOA) as Communications Analyst and was promoted to Telecommunications Service Center Manager and then to Telecommunications Chargeback Administrator. All of her telecommunications background made Jennette the perfect candidate for the Contracts Administrator in TPO.

With Jennette's telecommunications background, careful eye, and attention to detail, she has helped shape the *AZNet* billing and invoicing policies and procedures and assured that they aligned with the *AZNet* contract. She is an advocate for all state agencies. Jennette is vigilant helping agencies through the transition to the *AZNet* program ensuring that their billing is accurate and timely.

Jennette always puts the customer first. Agencies know they can count on Jennette to answer their questions...digging deep to discover potential problems and to resolve their issues. Being an advocate for the agencies, Jennette always has a smile on her face, in her voice and she has the “can do” attitude. Jennette works diligently ensuring the TPO meets its goals and mission. The TPO is fortunate to have Jennette on their team!

Jennette and her husband, Gary, live in Glendale and have a wonderful son, Tyler.

Meet Emily Augustine from HRD's Wellness Program Office

Emily Augustine, the Wellness Program Manager, is responsible for educating and providing opportunities, such as weigh watchers, or on-site massage, to over 40,000 state of Arizona employees through the Wellness program. With a staff of only 2 fulltime employees and 1 part-time employee, she spearheads all state agency on-site screenings and classes. A massive undertaking but one she is willing to take on with gusto.

Emily came to the State of Arizona from her home state of Wisconsin two and a half years ago with no job. She worked part time in a restaurant to make ends meet while she was pursuing her career. It only took her three months to find a position with the Department of Health Services where she was able to put her Bachelors Degree in Wellness, from the University of Wisconsin, to work. When the opportunity to become the ADOA State Wellness Program Manager presented itself, she jumped at the chance and immediately evaluated ways to enhance the wellness services provided to state employees. Emily is reviewing and updating the operating plan for the Wellness program and indicated that we will see many changes in the next year or two. “Many employees have no idea where classes and screenings come from,” she said, “and we want to better educate our state employees on all the services that are available to them.”

When Emily is not looking after our wellness issues, she is taking care of her own health. Emily loves to cook, golf, and mountain bike. She and her boyfriend enjoy the many outdoor opportunities that our fabulous Arizona weather offers. “I love to be outside. I sit almost all day during the week so I like to be very active in my spare time. Health is important to me”. Emily grew up in Wisconsin where her mother still lives and where her brother is raising his own family.



Meet Ken Jacuzzi, the **NEW!** Executive Director for the Arizona Office for Americans with Disabilities (AOAD)



For Ken Jacuzzi, landing his new position with the AOAD office was like coming home. That's because he was one of the original team members who put this office together. In fact, it was Jacuzzi who worked on the first AOAD strategic plan.

"When I learned of this opportunity opening up again, I thought, 'I'm not getting any younger. Maybe I can help this office to take the next step—to help make this state a better place to live, work and play for everyone, including those living with a disability'," he says.

Jacuzzi was introduced to life with a disability at an early age. When he was just two years old he developed a severe case of systemic juvenile arthritis and as a result, has had to use a wheelchair for most of his life. But Jacuzzi has never viewed his disability as a setback.

A matter of perspectives

"Disabilities give you a different perspective on life," he comments. "I look at them this way as opposed to looking at them as disadvantages."

A few years back, Jacuzzi got to experience a whole new perspective of his world when he decided to jump out of an airplane in tandem.

"After free falling for 8,000 feet, the parachute opened and everything became silent," Jacuzzi remembers. "I could hear my tandem partner whisper and see birds flying alongside us. It was really neat."

These days, Jacuzzi's more focused on assisting the disabled than he is about jumping out of airplanes.

Catch the AOAD Vision: The state of Arizona endeavors to assure equality of opportunity, full participation, independent living, and economic self-sufficiency for **all** individuals with disabilities... "whether those disabilities are mobility, sensory, intellectual, mental or environmental," Jacuzzi adds.

"As this office evolves, our primary focus will always be to assist those with disabilities," he says. "We want this state to be as productive and responsible as possible in this regard. This results in more diversity and creativity in our workforce and strengthens our state."

"In a growing, dynamic state like ours, our office must do this. We may not have all the answers yet, but we're here to help by providing information, facilitating accommodations and resolving problems," Jacuzzi adds.

As for his short-term plans, Jacuzzi intends to send a survey to ADA, facilities management, and human resources coordinators within each state agency to assess AOAD's services. The goal is to keep improving, he says.

Fun Fact:

If his last name sounds familiar, that's because it is. Around the world people know a "Jacuzzi" to be a type of whirlpool bath. What most people don't know is that the Jacuzzi tub was originally made for Ken Jacuzzi after his doctor prescribed hydrotherapy treatments when he was a child. Prompted by the doctor himself, Jacuzzi's father developed and soon began manufacturing and selling the Jacuzzi Whirlpool Bath. The family-owned company was sold in 1979, but it still holds the recognizable name to this day.

To learn more about the Arizona Office for Americans with Disabilities, visit their Web site at www.azada.gov.

Getting to Know You

Profiling Employees in ADOA



Get to know...

Abigail Cooksey-Williams, a representative of the State of Arizona Travel Reduction Programs, has a Bachelor of Science Degree in Organizational Communications and Marketing from Arizona State University.

After traveling all over the world while working for Continental Airlines, she moved back to the Valley of the Sun and has continued to work in and around the media. From a national golf publication to New Times Newspapers Inc., she has promoted programs and events on a local and national level. She has designed programs and material for nationwide use and has consulted for alternative weekly newspapers from coast to coast. She specializes in program promotions and marketing. She has been featured on local and national television networks, cable programming, and radio talk shows. She is a published feature article author, editor, and has a substantial background in copy writing. After she left the New Times, Inc. she owned her own marketing firm for more than six years. She and her firm specialized in

design, coordination, and implementation of public relations and marketing for the entrepreneur and small business. In addition to her marketing endeavors, she served as a consultant for Maricopa County Small Business Development Centers statewide as well as conducted seminars and workshops on marketing and public speaking for various Universities, special programs, Chambers of Commerce, and other professional organizations. She has personally participated in over 300 charitable fundraisers and programs. For more than a year, she wrote a weekly marketing column for the Arizona Business Gazette and is very active in her community.

For the past 14 years, she has been with the State of Arizona in the field of travel reduction and air quality promotional marketing campaigns. She has achieved award-winning success in the areas of promotions, publicity, collateral material design, public relation campaigns, media relations, public speaking, and special event promotion. Capitol Rideshare is responsible for encouraging state employees to use alternate modes for their commute.

She is married and has a 7-year-old daughter who is the apple of her eye. Hobbies include all the great things about being a mom, dance, the book business, being a news addict, cooking, art, theater, gardening, travel, and treasure hunting.

Mr. James Scarboro, ADOA's Newest CPPO

Mr. James Scarboro, Deputy Administrator, Enterprise Procurement Services recently achieved the Certified Public Procurement Officer (CPPO) designation. This certification, given by the National Institute of Governmental Purchasing, requires applicants to complete a two-part examination; one written and the other an oral presentation. James thinks that the experience is very valuable because it reaffirmed his professional direction and is an important benchmark on his career path in public procurement. James also believes that the entire process helped to identify those additional skills needed and prepare him to taken on more complex procurement responsibilities.

James hails from Raleigh, North Carolina joined state service seven years ago. His experiences include working for the Arizona Agency for the Deaf and Hard of Hearing and as the marketing/contracts manager for sign-language interpreting company in Charlotte, North Carolina. He is also a certified sign-language interrupter. He oversees the awards and management of strategic statewide contracts. Many of the contracts are in the Information Technology area and include: software value-added reseller, disk data storage, microcomputer hardware and wireless services.

James is married and the father of two small children. To relax from his many procurement responsibilities he treats himself to nine holes of golf. His handicap is 35. Look out Tiger Woods! Congratulations James, on your achievement.

Getting to Know You

Profiling Employees in ADOA

Introducing Cathy Wiseman, ADOA's **NEW!** Benefit Operations Manager

"Every time you talk about health care, your eyes light up!" a previous manager once told Cathy Wiseman. Things haven't changed much. Wiseman moved into her most exciting role yet as Benefit Operations Manager for the state on December 19, 2005.

"I've always had a passion for health care," Wiseman says. "It intrigues me."

Coming from a lead position at the Arizona State Retirement System (ASRS), Wiseman has significant knowledge of retiree benefits, and before that, her work at Blue Cross Blue Shield helped her to learn all she could about health care. Still, it was the very personal experience of caring for her father before his passing that drew her to this field more than anything else.

"Through caring for my father, I learned that you can't just let others run the show. You have to have a voice in your level of care," Wiseman says.

After many struggles with his health, including battling diabetes and a leg amputation, Wiseman's father passed away at the age of 72. "His mind was still as sharp as a tack, but his body was failing him," Wiseman adds.

It's been experiences such as this that have made her realize the importance of a good benefits package.

"A good benefits program has to encompass the whole person, and that includes the family," Wiseman explains. "It also has to gear toward preventative care, which is what our Wellness Program is doing."

One of the most important things she's learned since her first day with the Department of Administration is just how far reaching is the scope of ADOA.

"We touch so many different divisions with our programs," she says. "Transferring from another agency to ADOA is like going from the back end to the front end, and it's amazing to come to this realization. I now have a different perspective on things."



The Procurement Corner

Beginning with this edition of the *News and Views*, Enterprise Procurement Services, Arizona Procurement Institute (API) will be presenting a quarterly article on a timely procurement topic of interest. If you have a specific procurement question that you would like to see addressed in this column please contact Mark Johnson at API, 542-9158.

This edition focuses on an all too common concern: "How do I resolve an ethical dilemma." Occasionally, we all find ourselves in this situation. An effective approach to deciding on a course of action when faced with an ethical dilemma is to methodically ask ourselves probing questions and analyze our responses. Not everyone will respond the same way to very similar ethical situations. Responses are based on such factors as individual value systems, experiences and agency cultures and expectations. Often there is no real right or wrong answer; "it all depends" on the specific circumstances. Here are some questions you may find helpful.

- Who will be helped by my actions?
- Who will be harmed by my actions?
- What are the short and long term results of my actions?
- What perceptions will I create based on my actions?
- How do my actions make me personally feel?
- Can I substantiate my actions now and at a later date?
- What are the legal ramifications of my actions?
- What have other employees done in similar situations?
- Will my supervisor support my decisions?
- Are my actions in line with ADOA goals and values?



Unethical behavior is a free choice. We tend to judge ourselves on our *intentions* rather than our *actions* while others judge us on our *actions* and not our *intentions*.



Employee Recognition

Second Quarter



Management Services, Employee of the Quarter was awarded to **Annette Fettig** in Rideshare. Annette is known for always going the extra mile for customers. "She is Wonder Woman with a cape."

During the ISD Superbowl Party in January, **Atul Patel** was recognized as the Employee of the Quarter. Atul is the Support Center Manager, managing help desk personnel and a team to maintain the workorder tracking application. Atul and his staff ensure that making a service call to ISD is a pleasant experience. Atul has been with ISD for almost one year.



ISD's **Employee Recognition Committee** was awarded the division's Team of the Quarter designation. This team plans, organizes and conducts all employee recognition events as well as monthly birthday gatherings. Fund-raising for these events is also conducted by this dedicated team.





Employee Recognition

Second Quarter

Central Payroll Group - GAO's Team of the Second Quarter

The GAO is proud to have the Central Payroll Group as its Team of the Second Quarter for FY 2006. You can see by the nominations below what their peers think of them:

"This group should be recognized for their ability to hold things together in the wake of staffing turnover and other circumstances which have kept the group shorthanded for much of this past quarter. The majority of the remaining staff have been promoted to new positions and while learning new jobs, they were able to train new staff and work two positions at the same time. The Team represents the following attitudes:

Teamwork - Pulling together to accomplish their work load.

Adaptability - Multi-tasking and juggling work functions.

Efficiency - Somehow managing to get things done in spite of the onslaught of requests.

Positive attitude - Boy! Is this ever CRITICAL!!!

Customer service - Giving excellent customer service.

While the staff come and go, the work continues, especially at year end. Somehow this Central Payroll group has been positive and has shown their ability to smile and keep going! KUDOS to them!!"

Work contributions - Consistently processes payroll on time despite currently being short staffed.

Positive Helpful Attitude - Willing to provide helpful answers to all questions, regardless of how busy they are.



(pictured left to right – Sam Tekien, Monica Booth, Ken Smart, Mike Smarik, Vahn Vo, and Tracey Cappuccio)

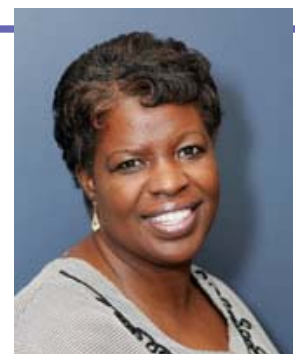
Debra Davis

GAO's Employee of the Second Quarter

Debra Davis has worked for the General Accounting Office and the State for seven years. The GAO is proud to have Debra as its Employee of the Second Quarter for FY 2006. Debra's nominations below show how her peers feel about her and her work ethics:

"Debra's friendliness gives all visitors to the GAO a positive experience. She greets everyone warmly and makes everyone feel welcome. She has a positive helpful attitude and shows outstanding customer service just by being herself. She is efficient in getting the information requested. She is a great example of a team player!"

"Debra takes ownership of her job. Front desk coverage is very important to her and to the GAO. She is organized and can handle the occasional irate customer. She can answer and transfer calls without missing a beat. She develops process improvements that make it easier for her or anyone covering her desk to access the correct information. Her dedication to her job and the GAO makes Debra Davis deserving of Employee of the Quarter."





Employee Recognition Second Quarter

Risk Management Employee of the Quarter – Charles Brandt

Charles Brandt started with Risk Management in December, 2003 as a temporary employee and was hired as a permanent staff member in May 2004 in the Accounting Unit. Charles is responsible for paying the blanket purchase orders related to medical expenses, pays the “pay as billed” medical bills from the adjusters, assists other desks when there is an absence in the unit, helps with the daily warrant distribution and helps other desks when they are falling behind to get batches into AFIS.

Charles was named as Risk Management’s 2nd Quarter Employee of the Quarter due to his extra enthusiasm for newly assigned tasks, doing well in learning new skills and catching up work. Other units within Risk Management have complimented Charles in which vendors commented on “what a good job he has done in paying bills promptly” for the Workers’ Compensation Unit. He has shown initiative and enthusiasm for obtaining additional education by enrolling in classes at University of Phoenix.



STATE JOB FAIR!



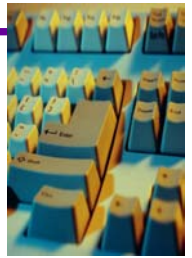
ADOA will be sponsoring a State Job Fair, on Saturday, April 29, 2006, from 9:00 a.m. to 3:00 p.m. at the State Fair Grounds, Wesley Bolin Building. Twenty-nine agencies are participating this year, as well as ASU.

The fair will have two buildings available for the job fair this year. One for recruiting and one for interviewing. In addition, there is a courtyard between the two buildings where attendees will be able to sit and fill out applications.

Over 2,500 applicants attended last years fair and over 400 attendees were hired. Staffing and Recruitment expect similar success for this year’s fair.

If you know someone that is looking for employment please spread the word. They should bring copies of their resumes and be prepared to interview.

Parking is free!



Setting Up Vacation Rules

It's that time of year again, when many of you will be scheduling vacation time and may want to make sure that any email you receive is attended.

Vacation Rules and other auto-reply rules can cause huge problems if the rule happens to respond to an external email system that also has an auto-reply rule enabled. You may end up with several million emails in your inbox and sent items within a few days, rendering your account almost useless. It may take several days to clean up your account.

This most likely would not happen between mailboxes within the ADOA email system, as we have settings in place to prevent it. However, we cannot put the same types of controls on inbound email from the internet.

So, unless you have a specific need to auto-reply to an internet based email, I would suggest you set up your rule to so that it does not automatically respond to anyone external to ADOA.

Here's how to create an out of office rule that protects you from being bombarded from a looping rule:

1. Within the GroupWise application, click on the **Tools** menu.
2. From the Tools Menu, click on **Rules**.
3. Click on the **New** button.
4. Under **When event is**, leave **New Item** selected and check the box next to **Received**
5. Check the box next to the word **Mail**, on the left of the window.
6. Click on the **Define Conditions** button.
7. In the first drop-down field select the **From** item
8. Change the [] (contains) to [x] (does not contain) and type @ in the second field. Leave the last option as **End**.
9. Click **Ok**.
10. Under **Then Actions Are**, click on **Add Action**.
11. Select **Reply** and leave **to Sender** selected and click the **OK** button.
12. Fill in the subject line as "Out of the Office" or "vacation"
13. Complete the message body and click the **OK** button.
14. At the next window click the **Save** button in the lower right of the window.
15. Close the rules window.

It's as simple as that.

If you have questions regarding GroupWise Rules, please contact Helpdesk at 602-364-4444, select option 3 then option 1.



People on the Move



Division	Welcome	Good-bye, Good Luck
Risk Management	<ul style="list-style-type: none"> Esther Littlefoot - new hire Shirley Parrish - new hire 	
General Services	<ul style="list-style-type: none"> April Jensen - new hire Sandra Laude - transfer from DES Eduardo Pimentel - new hire Lynne Smith - transfer from DES 	<ul style="list-style-type: none"> Guadalupe Baysinger - left state service R. Luna - retired Ruben Martinez - left state service Dan Montgomery - retired Virginia Pierce - transfer to Juvenile Corr. Michael Pollock - left state service James Stewart - left state service
Enterprise Procurement Services	<ul style="list-style-type: none"> Jamie Alton - new hire Maria Vega - new hire 	
Human Resources	<ul style="list-style-type: none"> Donette Koehler - transfer from AHCCCS Linda Rose - new hire Beverly Spencer - transfer from DOC David Zahniser - new hire 	<ul style="list-style-type: none"> Miriam Anzures - left state service Kenneth Clark - left state service Willie Marshall - retired Nancy Stocking - left state service Amanda Wright - transfer to ASU
Information Services	<ul style="list-style-type: none"> Rosemary Alcocer - transfer from DOR Laure Cevalles - transfer from ADOT Andrea Gillespie - new hire Benjamin Kinslow - new hire 	<ul style="list-style-type: none"> John Petriello - left state service
Management Services	<ul style="list-style-type: none"> Joshua Davis - new hire Maggie Lam - new hire Debbie Oland - new hire Sean Phillips - new hire 	<ul style="list-style-type: none"> Ken Kennebeck - left state service Tonia Nemecek - transfer to ASRS
Capitol Police	<ul style="list-style-type: none"> Richard Barnes - new hire Joel Birch - transfer from State Hospital 	<ul style="list-style-type: none"> Enrique Artalejo - left state service Jesus Bustamante - left state service Ida Camacho - transfer to Game & Fish Richard Chavarria - left state service James Hartman - left state service Juan Ruiz - left state service
General Accounting Office	<ul style="list-style-type: none"> Patricia Ferreira - new hire Jenifer Loza - transfer from DES Tracy Mosier - transfer from AHCCCS Kari Watkins - transfer from DOC 	<ul style="list-style-type: none"> Javier Carcamo - transfer to ASRS Evan Chang - retired Gayle Davis - transfer to DOC Kathryn Gauvin - left state service Shahzad Makil - transfer to Treasurer
AZGU	<ul style="list-style-type: none"> Benita Barrozo - new hire James Harris - transfer from Revenue 	
Director's Office	<ul style="list-style-type: none"> Kathy Zatari - new hire 	